

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	7006	Interactive Voice Response	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:38
L2	11827	knowledge base	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:39
L3	6	L1 SAME L2	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:40
L4	2	L3 AND @ad<"20010215"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:44
L5	116	L1 AND L2 AND train\$3	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:46
L6	43	L5 AND @ad<"20010215"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:46
L7	757	L2 SAME train\$3	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:47

## EAST Search History

L8	414	L2 WITH train\$3	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:48
L9	5	L8 AND L1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:50
L10	55652	L1 OR dialog\$2	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:51
L11	650	L10 WITH train\$3	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:53
L12	5	L11 SAME L2	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:53
L13	41	L11 AND L2	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:54
L14	29	L13 AND @ad<"20010215"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 14:57

## EAST Search History

L16	128894	L1 OR dialog\$2 OR conversation OR converse\$1	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:03
L18	1305	L16 with train\$3	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:01
L19	48	L1 SAME L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:05
L20	19	L19 AND @ad<"20010215"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:04
L21	7	L2 SAME L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:06
L22	94	L2 AND L18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:06
L23	62	L22 AND @ad<"20010215"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:12

## EAST Search History

L24	2	("6751591").PN.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/08/16 15:13
L25	214	How May I Help You	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:14
L26	94	L25 AND training	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:15
L27	51	L25 AND Gorin	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:15
L28	23	L25 AND Gorin-\$.in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:18
L29	43	"5675707".uref.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:18
L30	0	"5675707".uref. AND knowledge base	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:19

## EAST Search History

L31	33	"5675707".uref. AND training	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:19
L32	17	L31 AND @ad<"20010215"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2007/08/16 15:20

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Set	Items	Description
S1	3257088	S TTS OR TEXT(1N)SPEECH OR SPEECH OR VOICE? OR VOCAL???? OR SOUND?? OR ACOUSTIC? OR AUDIBL? OR AUDIO OR SPEECH OR TALK??? OR SPEAKER?? OR LANGUAGE?? OR DIALOG??? OR CONVERSATION?? OR UTTER? OR (SPEECH OR VOICE) (3N) (RECOGNI? OR ANALYSIS OR PROCESSING OR SYNTHESIS OR AUTOMAT??? OR INPUT???) OR INTERACTIVE() (VOICE OR SPOKEN) ()RESPONSE OR IVR
S2	83127	S (TRAIN??? OR LEARN??? OR NEURAL()NETWORK OR FUZZY()LOGIC OR EXPERT()SYSTEM?? OR ACTIVE()LABELING OR EVALUAT???) (3N)S1
S3	347	S (AGENT OR VIRTUAL()AGENT??) (20N)S2

S4 1 S ((CUSTOMER?? OR CLIENT?? OR USER?? OR CONTACT) (3N)SERVICE??  
 OR CENTER??) (3N)S3  
 S5 0 S (ANSWER??? OR RESPOND??? OR RESPONSE?? OR INTERPRET OR  
 TRANSLAT??? OR INSTRUCT???) (3N)S4  
 S6 4 S S3(3N)VIRTUAL()AGENT??  
 S7 4 RD (unique items)  
 S8 2 S S7 NOT PY>2001  
 S9 346 S S3(3N)AGENT  
 S10 5 S S9(20N)((CUSTOMER?? OR CLIENT?? OR USER?? OR  
 CONTACT) (3N)SERVICE?? OR CENTER??)  
 S11 3 RD (unique items)  
 S12 3 S S11 NOT S8  
 S13 1 S S12 NOT PY>2001  
 S14 0 S S13 NOT RANGER??  
 S15 3 S S9 AND (INTERACTIVE() (VOICE OR SPOKEN) ()RESPONSE OR IVR)  
 S16 3 S S15 NOT S8  
 S17 0 S S16 NOT PY>2001  
 S18 2526 S AU=(LESTER, J? OR LESTER J? OR BARES, W? OR BARES W? MOTT, B?  
 OR MOTT B? OR ZETTLEMOYER, L? OR ZETTLEMOYER L?)  
 S19 0 S S3 AND S18

8/3,K/1 (Item 1 from file: 2) [Links](#)

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INSPEC

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06263570 INSPEC Abstract Number: C9606-6180G-019

Title: Interactive training of virtual agents

Author Del Bimbo, A.; Vicario, E.; Zingoni, D.

Author Affiliation: Dipartimento Sistemi e Inf, Univ. di Firenze, Italy

Conference Title: Proceedings of the Workshop on Advanced Visual Interfaces AVI '94 p. 172-81

Editor(s): Catarci, T.; Costabile, M.F.; Levialdi, S.; Sanctucci, G.

Publisher: ACM, New York, NY, USA

Publication Date: 1994 Country of Publication: USA x+249 pp.

ISBN: 0 89791 733 2 Material Identity Number: XX96-01200

U.S. Copyright Clearance Center Code: 0 89791 733 2/94/0010.\$3.50

Conference Title: Proceedings of the Workshop on Advanced Visual Interfaces AVI

Conference Date: 1-4 June 1994 Conference Location: Bari, Italy

Language: English

Subfile: C

Copyright 1996, IEE

Abstract: ...involved in a project aiming at the development of a tool supporting an evolutionary approach to the interactive and visual specification of the behavior of virtual agents. We describe the languages used for the representation of stimuli and reaction patterns and present the visual interface of the training environment. XSTL language (Extended Spatio Temporal Logic) has been designed, which extends the concepts of conventional temporal logic, so as to support a homogeneous description of both spatial...

8/3,K/2 (Item 1 from file: 256) [Links](#)

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File Segment: Directory

[File 344] **Chinese Patents Abs** Jan 1985-2006/Jan  
(c) 2006 European Patent Office. All rights reserved.

[File 347] **JAPIO** Dec 1976-2007/Mar(Updated 070809)  
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[File 350] **Derwent WPIX** 1963-2007/UD=200753  
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[File 371] **French Patents** 1961-2002/BOPI 200209  
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*\*File 371: This file is not currently updating. The last update is 200209.*

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Set      Items  Description
S1      2042743  S TTS OR TEXT(1N)SPEECH OR SPEECH OR VOICE? OR VOCAL???? OR
SOUND?? OR ACOUSTIC? OR AUDIBL? OR AUDIO OR SPEECH OR TALK??? OR SPEAKER?? OR
LANGUAGE?? OR DIALOG??? OR CONVERSATION?? OR UTTER? OR (SPEECH OR
VOICE) (3N) (RECOGNI? OR ANALYSIS OR PROCESSING OR SYNTHESIS OR AUTOMAT??? OR
INPUT???) OR INTERACTIVE() (VOICE OR SPOKEN) ()RESPONSE OR IVR
S2      9978    S (TRAIN??? OR LEARN??? OR NEURAL()NETWORK OR FUZZY()LOGIC OR
EXPERT()SYSTEM?? OR ACTIVE()LABELING OR EVALUAT???) (3N)S1
S3      28      S (AGENT OR VIRTUAL()AGENT??) (20N)S2
S4      3       S ((CUSTOMER?? OR CLIENT?? OR USER?? OR CONTACT) (3N)SERVICE??
OR CENTER??) (3N)S3
S5      1       S (ANSWER??? OR RESPOND??? OR RESPONSE?? OR INTERPRET OR
TRANSLAT??? OR INSTRUCT???) (3N)S4
S6      117     S AU=(LESTER, J? OR LESTER J? OR BARES, W? OR BARES W? MOTT, B?
OR MOTT B? OR ZETTLEMOYER, L? OR ZETTLEMOYER L?)
S7      2       S S4 NOT S5
S8      0       S S7 NOT AD=20010215:20070820/PR
S9      6       S S3 NOT (S4 OR S5 OR AD=20010215:20070820/PR)
S10     1       S S2 AND S6
S11     0       S S10 NOT (S4 OR S5 OR S7)
```

5/3,K/1 (Item 1 from file: 350) [Links](#)  
Derwent WPIX  
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0008778188 *Drawing available*  
WPI Acc no: 1998-321953/199828  
XRPX Acc No: N1998-251784

**Voice interactive method for training agents in telephone centre - involves fetching voice messages at address generated in response to displayed actual script**  
Patent Assignee: EIS INT INC (EISI-N)  
Inventor: JORGENSEN J W; TREFZGER A R

Patent Family ( 1 patents, 1 countries )

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5757644	A	19980526	US 1996686036	A	19960725	199828	B

Priority Applications (no., kind, date): US 1996686036 A 19960725

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 5757644	A	EN	11	8	



[File 348] **EUROPEAN PATENTS** 1978-2007/ 200732

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*\*File 348: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.*

[File 349] **PCT FULLTEXT** 1979-2007/UB=20070816UT=20070809

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Set	Items	Description
S1	400454	S TTS OR TEXT(1N)SPEECH OR SPEECH OR VOICE? OR VOCAL???? OR SOUND?? OR ACOUSTIC? OR AUDIBL? OR AUDIO OR SPEECH OR TALK??? OR SPEAKER?? OR LANGUAGE?? OR DIALOG??? OR CONVERSATION?? OR UTTER? OR (SPEECH OR VOICE) (3N) (RECOGNI? OR ANALYSIS OR PROCESSING OR SYNTHESIS OR AUTOMAT??? OR INPUT???) OR INTERACTIVE() (VOICE OR SPOKEN) () RESPONSE OR IVR
S2	6609	S (TRAIN??? OR LEARN??? OR NEURAL()NETWORK OR FUZZY()LOGIC OR EXPERT()SYSTEM?? OR ACTIVE()LABELING OR EVALUAT???) (3N)S1
S3	66	S (AGENT OR VIRTUAL()AGENT??) (20N)S2
S4	5	S ((CUSTOMER?? OR CLIENT?? OR USER?? OR CONTACT) (3N)SERVICE?? OR CENTER??) (3N)S3
S5	2	S (ANSWER??? OR RESPOND??? OR RESPONSE?? OR INTERPRET OR TRANSLAT??? OR INSTRUCT???) (3N)S4
S6	50	S AU=(LESTER, J? OR LESTER J? OR BARES, W? OR BARES W? MOTT, B? OR MOTT B? OR ZETTLEMOYER, L? OR ZETTLEMOYER L?)
S7	3	S S4 NOT S5
S8	4	S (S7 OR S5) NOT AD=20010215:20070820/PR
S9	0	S S3 AND S6
S10	0	S S2 AND S6
S11	0	S S6 AND IC=G10L?

4/3K/1 (Item 1 from file: 348) [Links](#)

**EUROPEAN PATENTS**

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01272493

**System and method for automatically detecting problematic calls**

System und Verfahren zur automatischen Feststellung von Problemanrufen

Systeme et methode de detection automatique des appels problematiques

**Patent Assignee:**

- **Rockwell Electronic Commerce Corporation; (2762210)**  
300 Bauman Court; Wood Dale, Illinois 60191; (US)  
(Applicant designated States: all)

**Inventor:**

- **Chan, Michael**  
1522 Armacost Ave.; Los Angeles, CA 90025; (US)
- **Donohue, Patrick**  
1711 B. Marshall Ct.; Los Altos, CA 94024; (US)
- **Uckun, Serdar**  
736 Layne Court; Palo Alto, CA 94306; (US)

**Legal Representative:**

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*\*File 624: Homeland Security & Defense and 9 Platt energy journals added Please see HELP NEWS624 for more*

[File 634] **San Jose Mercury** Jun 1985-2007/Aug 16  
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Set	Items	Description
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S2	217101	S (TRAIN??? OR LEARN??? OR NEURAL()NETWORK OR FUZZY()LOGIC OR EXPERT()SYSTEM?? OR ACTIVE()LABELING OR EVALUAT???) (3N)S1
S3	595	S (AGENT OR VIRTUAL()AGENT??) (20N)S2
S4	41	S ((CUSTOMER?? OR CLIENT?? OR USER?? OR CONTACT) (3N)SERVICE?? OR CENTER??) (3N)S3
S5	4	S (ANSWER??? OR RESPOND??? OR RESPONSE?? OR INTERPRET OR TRANSLAT??? OR INSTRUCT???) (3N)S4
S6	267	S AU=(LESTER, J? OR LESTER J? OR BARES, W? OR BARES W? MOTT, B? OR MOTT B? OR ZETTLEMOYER, L? OR ZETTLEMOYER L?)
S7	3	RD S5 (unique items)
S8	3	S S7 NOT PY>2001
S9	0	S S4 AND S6
S10	0	S S3 AND S6
S11	0	S S4 AND IC=G10L?
S12	47	S S1 AND S6
S13	1	S S12 AND VIRTUAL()AGENT??
S14	1	S S13 NOT S8
S15	0	S S14 NOT PY>2001
S16	3	S S12 (30N) ((CUSTOMER?? OR CLIENT?? OR USER?? OR CONTACT) (3N)SERVICE?? OR CENTER??)
S17	2	RD (unique items)
S18	1	S S17 NOT PY>2001
S19	0	S S18 NOT BELIEVE
S20	8	S S12 AND AGENT??
S21	6	RD (unique items)
S22	5	S S21 NOT PY>2001
S23	1	S S22 NOT HENRY

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